

## Reference Information and Phone Numbers

### **Enrollment Entity/Certified Application Assistant Help Desk**

**1-800-279-5012** Monday through Friday, 8:30 a.m. and 5:00 p.m. (Closed Saturday and Sunday)

**OR email: [ee-caaliaison@MAXIMUS.com](mailto:ee-caaliaison@MAXIMUS.com)**

CAAs and others may call this number to:

- Find out about CAA training
- Update their registration information
- Ask basic questions regarding eligibility

### **Medi-Cal for Children and Healthy Families Outreach Information Line**

**1-888-747-1222** Monday through Friday, 8:00 a.m. to 8:00 p.m.  
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

**OR email: [HealthyFamilies@MAXIMUS.com](mailto:HealthyFamilies@MAXIMUS.com)**

Applicants may call this number to:

- Ask specific questions about joint Healthy Families and Medi-Cal for Families mail-in application
- Request an application
- Apply by phone
- Check the status of an application

### **Medi-Cal for Children and Healthy Families Information Line**

**1-800-880-5305** Monday through Friday, 8:00 a.m. to 8:00 p.m.  
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Anyone may call this number to:

- Ask general questions about the Medi-Cal and Healthy Families Programs
- Request an application
- Find a CAA in their area

## Reference Information and Phone Numbers

### **Healthy Families Membership Line**

**1-866-848-9166**      Monday through Friday, 8:00 a.m. to 8:00 p.m.  
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

**OR email: [HealthyFamilies@MAXIMUS.com](mailto:HealthyFamilies@MAXIMUS.com)**

Healthy Families subscribers may call to:

- Ask questions about their Healthy Families coverage
- Report a change of address
- Report changes in family size
- Add a child to Healthy Families

### **Healthy Families Website**

**[www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)**

Anyone may use this website to:

- Research general questions about the Medi-Cal and Healthy Families Programs
- Download a copy of the application
- Find a CAA in their area

### **Health-e-App Help Desk**

**1-866-861-3443**      Monday through Friday, 8:00 a.m. to 8:00 p.m.  
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

**OR email: [HFHeA@MAXIMUS.com](mailto:HFHeA@MAXIMUS.com)**

Health-e-App Users may call to:

- Establish accounts (EEs may do this)
- Ask questions about HeA
- Report any problems using HeA
- Reset expired passwords